



Frequently Asked Questions

What is a Primary Care Provider (PCP)?

A primary care provider (PCP) is the doctor or clinic you go to when you are sick or need a checkup.

Can I keep my doctor as my Primary Care Provider (PCP)?

Yes, if your doctor is in Illinois Health Connect.

Will I lose any services?

No. You will not lose any services.

What is a co-pay?

A co-pay is the money you pay at the time of services.

Will I have a co-pay?

If you have a co-pay now, you may still have one.

What happens if I don't choose a PCP?

If you don't choose a PCP, we will choose for you. It is better if you choose because you know your healthcare needs best.

Can I change my PCP?

Yes. You can change your PCP once a month. To change your PCP, call Illinois Health Connect at **1-877-912-1999** (TTY: 1-866-565-8577). The call is free.



Illinois Client Enrollment Services

Questions?

Call **1-877-912-8880** (TTY 1-866-565-8576)

Monday to Friday from 8:00 a.m. to 7:00 p.m.
and Saturday from 9:00 a.m. to 3:00 p.m.

The call is free.

Or go to **www.EnrollHFS.Illinois.gov**

Who must enroll in a health plan?

Most people with an HFS Medical card must enroll in a health plan. To find out if you must enroll, call 1-877-912-8880 (TTY 1-866-565-8576). The call is free.

Who does not have to join?

These are some reasons why you would not have to enroll in a health plan:

- You live in a nursing home
- You get Medicare
- You are in the Spenddown Program
- You get temporary medical benefits
- You are getting care in the Illinois Breast and Cervical Cancer Program, or
- You already have private insurance that pays for hospital and doctor visits



Illinois Client Enrollment Services

How to Enroll in Illinois Health Connect



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What is a medical home?

A medical home is the doctor's office or clinic where you see your primary care provider (PCP). With a medical home, you and your family get the healthcare you need.

Why is it good to have a medical home and PCP?

With a medical home your health records are all in one place. Your PCP gets to know you and all your healthcare needs. Your PCP will:

- Take care of you when you are sick or need medical care
- Give your children regular checkups and immunizations (shots)
- Help you manage conditions like diabetes, high blood pressure, and asthma
- Send you to specialists and other providers when you need them (give you a referral)
- Answer your questions about healthcare
- Give you information you need to stay healthy
- Work with you to get the care you need



What is Illinois Health Connect?

Illinois Health Connect is a health program that gives you:

- All the services you get now
- The same co-pays you have now. Co-pays are the money you pay at the time of services.
- A medical home for all your healthcare needs
- A doctor or clinic to be your primary care provider (PCP)
- A free Nurse Helpline you can call to ask questions or get help
- Free Healthy Kids checkups for babies, kids, teens, and some young adults

What is Healthy Kids?

Kids need regular checkups to stay healthy! Healthy Kids is free healthcare for babies, kids, teens, and some young adults.

Call your doctor to schedule a Healthy Kids checkup. Or call Illinois Health Connect at **1-877-912-1999** (TTY: 1-866-565-8577). The call is free.

Illinois Health Connect will help you schedule Healthy Kids checkups. They will also remind you when the next checkup is due.



There are three ways to enroll:

1. Phone:

Call **1-877-912-8880**

(TTY 1-866-565-8576). The call is free.

2. Online:

Go to **www.EnrollHFS.Illinois.gov** and click "Enroll."

3. Mail:

Fill out the form you got in the mail. Then send it back to us in the envelope we gave you. If you don't have the form, call us.

You can get this information in other languages or formats, such as large print or audio.

Tenemos información en español. ¡Servicio de intérpretes gratis! Llame al 1-877-912-8880.

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